

# Telecommunications Equipment Distribution Program

*Impacting & Empowering*



*Communication Access*

State of New Mexico  
Commission for Deaf & Hard of Hearing

The Telecommunications Equipment Distribution Program (TEDP) is an intricate program of the State of New Mexico Commission for Deaf & Hard of Hearing. Established by the Telecommunications Access Act, the TEDP is funded by a 0.33% surcharge on your landline and wireless telephone bills, and provides over 1000 pieces of equipment to qualified New Mexicans each year.



State of New Mexico Commission for Deaf and Hard of Hearing

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[www.cdhh.state.nm.us/tedp.aspx](http://www.cdhh.state.nm.us/tedp.aspx)

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# TYPES OF EQUIPMENT AVAILABLE

## Types of Equipment Available

Equipment Type	Featured Function
Amplified Telephones	Make the incoming voice louder and have adjustable ringer volume.
Voice Carry Over (VCO) Telephones	Allow you to speak to the other person and read what they are saying.
TTYs (Teletypewriters)	Allow you to type & read telephone conversations.
Hearing Carry Over (HCO) Telephones	Allow you to hear what is being said & you type the message.
Wireless Devices	Amplified and Hearing Aid Compatible, we provide the phone, you establish service.
Speech Generating Devices	Allow you to speak with an Electrolarynx.
Notification Systems	Use sound, light and/or vibration to alert you when there is noise.
Alarm Clocks	Use sound, light and/or vibration to alert you it's time to wake up.
Telephone Signalers	Use sound, light and/or vibration to alert you when the telephone rings.
Telephone Amplifiers	Amplifies sound coming in through a landline or wireless phone.
Smoke Alarms	Use sound, light and/or vibration to alert you when there is smoke.
Answering Machines	Stand alone answering machine that amplifies voice messages.

# HOW TO APPLY FOR A PHONE

## How to Apply for a Phone

- ✓ Completely fill in & sign all yellow areas of the enclosed iPad application.
  - Proof of Income Eligibility.
  - Write in the annual household income of the applicant & sign acknowledging you meet the Income Eligibility Requirements (front of application).
  - Proof of Home Telephone Service or Internet Service.
  - Provide a copy of a recent landline or wireless telephone bill or cable bill showing the applicant's name.
  - If the telephone bill is not in the applicant's name, provide a copy of the bill and a statement from the account holder acknowledging the applicant has access to the telephone line.
- ✓ Proof of New Mexico Residency
  - Provide a copy of your New Mexico Driver's license, ID card, gas, electric, or water bill.  
Note: Bill MUST have applicant's name and current street address (not a PO Box).
- ✓ Proof of Hearing or Speech Loss
  - Copy of an audiogram or a speech evaluation (on letterhead) verifying hearing or speech loss.
  - The applicant's name MUST be on the audiogram. Note: We will not accept a letter stating percentage of hearing loss. Note: We will accept documentation stating an individual is Deaf. For example, a copy of a diploma from a School for the Deaf or Vocational Rehabilitation Documentation.
- ✓ Terms & Conditions Apply (see application)

The form is titled "State of New Mexico Department of Health and Human Services" and "New Mexico Department of Health and Human Services". It is a form for "PLEASE TYPE OR PRINT ALL INFORMATION". The form is divided into several sections, each with a yellow header. The sections are: "PERSONAL INFORMATION", "FAMILY INFORMATION", "EDUCATION", "EMPLOYMENT", and "CONTACT INFORMATION". Each section contains fields for Name, Address, City, State, Zip, and Phone. The form is partially filled out with handwritten text.

# Setup & Maintenance

- You are responsible for setting up your equipment.
- The equipment has a 3 year warranty.
- If you experience any problems with your equipment call:
- Teltex Inc. Technical Support 888.515.8120

## **Teltex Technical Support Toll Free (888) 515-8120**

If your equipment needs to be repaired:

- ✓ Call Teltex Inc. Toll Free at 888.515.8120  
NOTE: Teltex CANNOT make house calls.
- ✓ Obtain a return authorization number (RA #) from Teltex Inc.
- ✓ Ship the equipment back to Teltex Inc.
- ✓ YOU are FINANCIALLY RESPONSIBLE for shipping the equipment to Teltex.

### **Teltex, Inc.**

Attn: RA#

1081 W Innovation Drive  
Kearney, MO 64060



*Always Hear for You™*

# Selecting a Phone Based on Your Audiogram

Choose a telephone from one of the four categories, depending on your audiogram.

**Green** if your hearing loss is between **25-50 dB**

**Yellow** if your hearing loss is between **51-60 dB**

**Red** if your hearing loss is between **61-75 dB**

**Blue** if your hearing loss is between **76-100 dB**

		125	250	500	1000	2000	4000
<b>Mild-Moderate</b>	25						
JV-35							
D704	35						
D714							
	50						
<b>Moderate</b>	51						
Alto	55						
Alto Plus	55						
XLC2							
XLC3.4							
PowerTel 780							
PowerTel 785							
	60						
<b>Moderate-Severe</b>	61						
XLC2							
XLC3.4							
Alto							
Alto Plus							
	75						
<b>Severe-Profound</b>	76						
Q90 TTY							
VCO using Q90	96						
Caption Phone	116+						



## Mild to Moderate Hearing Loss

Clarity® products in the Mild-to-Moderate category amplify incoming sounds between 20-30 decibels and are designed for those who desire more amplification and clarity than what normal telephones provide.



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### JV35™

The JV35™ amplified, big button phone, by Clarity®, features Clarity Power™ technology to make words not only louder, but also clearer and easier to understand. With large high-contrast buttons and amplification, the JV35™ is an ideal solution for those with a mild to moderate hearing loss or low vision.



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### D704™

The Clarity® D704™ loud cordless Caller ID telephone, featuring Clarity Power™ technology, improves conversation by making words not only louder, but also clearer and easier to understand. With big buttons and amplification, the D704™ is ideal for those with a mild to moderate hearing loss or low vision.



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### D714™

The Clarity® D714™ cordless telephone has all of the same features and amplification of the D704™ (above) but adds a digital answering machine into the base of the phone. Messages on the answering machine can be listened to through the handset or the base.



# Moderate Hearing Loss

Clarity® products in the Moderate Hearing Loss category amplify incoming sounds between 35-45 decibels and are designed for those who commonly have trouble hearing on the phone.



## Alto™

The Alto™ amplified corded telephone is the ideal solution for those with mild, moderate and severe hearing loss. This 53dB phone is the first on the market to receive TIA-4953 certification, passing the new industry standards for amplified telephones. The ergonomic volume and tone control is also perfect for those with arthritis.



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## Alto Plus™

The AltoPlus™ with Caller ID is the ideal solution for those with mild, moderate and severe hearing loss. This 53dB phone is the first on the market to receive TIA-4953 certification, passing the new industry standards for amplified telephones. The ergonomic volume and tone control is also perfect for those with arthritis.



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## XLC2™ & XLC3.4™

XLC series phones are simple and easy-to-use amplified cordless phones with DECT 6.0 technology and a loud, clear handset speakerphone. Large, high contrast buttons are easy to press and see and also speak the numbers as they are dialed. The XLC3.4 offers a Caller ID screen while the XLC2 offers larger dialing keys. If you subscribe to Caller ID Service, both models will speak the number of the incoming caller.



XLC2



XLC3.4





## Moderate Hearing Loss

Amplicom offers corded and cordless models that work in tandem.



### PowerTel 780

by Amplicom, the PowerTel 780 is a Corded/Cordless Amplified Combination telephone with a built in answering machine, featuring an adjustable handset speakerphone and talking keypad.



### PowerTel 785

Emergency Response Phone by Amplicom, the PowerTel 785 is a Corded/Cordless Amplified Combination telephone with a built in answering machine, with a wireless wrist alarm transmitter with emergency button.

# Moderate-to-Severe Hearing Loss

Clarity® products in the Moderate-to-Severe Hearing Loss category amplify incoming sounds between 50-60 decibels and are designed for those who have a very difficult time hearing the telephone clearly.



## Alto™

The Alto™ amplified corded telephone is the ideal solution for those with mild, moderate and severe hearing loss. This 53dB phone is the first on the market to receive TIA-4953 certification, passing the new industry standards for amplified telephones. The ergonomic volume and tone control is also perfect for those with arthritis.



## Alto Plus™

The AltoPlus™ with Caller ID is the ideal solution for those with mild, moderate and severe hearing loss. This 53dB phone is the first on the market to receive TIA-4953 certification, passing the new industry standards for amplified telephones. The ergonomic volume and tone control is also perfect for those with arthritis.



## XLC2™ & XLC3.4™

XLC series phones are simple and easy-to-use amplified cordless phones with DECT 6.0 technology and a loud, clear handset speakerphone. Large, high contrast buttons are easy to press and see and also speak the numbers as they are dialed. The XLC3.4 offers a Caller ID screen while the XLC2 offers larger dialing keys. If you subscribe to Caller ID Service, both models will speak the number of the incoming caller.



XLC2



XLC3.4



## Severe Hearing Loss

Unable to hear incoming callers voice and must rely on captions through a relay service.

### New Technology Clarity® Sempre™

**Amplified Phone That Works with  
Your Bluetooth® Cellphone**

#### Sempre™

The Sempre™ is a Digital Touchscreen Extra Loud Bluetooth® Speakerphone.

The Sempre™ can be used on a landline or cellular network, allowing you to turn your cell phone into a big button, amplified phone\*.

*\*For in-home use only.*



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#### Q90D TTY/VCO

See what people are saying. With a built in display, this type of phone allows the deaf and those with profound hearing loss to communicate with the outside world and view what other people say.

TTYs allow the user to type a reply to another TTY user or relay service.

VCO's allow the user to speak a reply to the caller while reading the response on the display using relay service.

## Low Speech

Those who suffer from severe hearing loss may often have issues with low speech as well. Clarity® phones with Outgoing Speech Amplification give you the power to hear as well as be heard loud and clear.



### Q90D as HCO

Light-weight, portable, ideal for use in homes, office and traveling. This system includes external speakers so you can hear the caller and a TTY, with a full size keyboard, to type back to the caller using a relay service.



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**Speech Amplifier Handset WS-2749**  
Amplifies outgoing sound up to 26 dB. This handset works with most corded phones.



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### Electro-Larynx

by Griffin Laboratories®, Smallest 9 volt speech aid available, lightweight and widest tonal range available.



# ACCESSORIES

## Accessories

Having an amplified phone will help in giving you the freedom of making your own phone calls again, but what happens when you need to wake up in the morning, or need to be alerted that there is a fire?

Well, the  
**Telecommunications Equipment Distribution Program**  
is here to serve you.

After you choose your landline or wireless phone, please choose any two of the below:

- ✓ Notification System
- ✓ Alarm Clock
- ✓ Telephone Ringer
- ✓ Telephone Amplifier
- ✓ Smoke Alarm
- ✓ Answering Machine





# Answering Machines

With the Amplified Answering Machine you can make the message louder, adjust the tone for better clarity and also slow down each message to make certain you hear every word clearly.



## AB900

The AB900 Answering Machine, by Amplicom, features a simple push button volume and playback controls. The AB900 records up to 24 minutes of digital recording and offers loud playback with up to 40 dB of amplification. This unit also allows the user to change the tone and speed of playback, with easy-to-use rotary controls.



# Smoke Alarms

In the event of a fire, properly installed and maintained smoke alarms will provide an early warning alarm to your household. This alarm could save your own life and those of your loved ones by providing the chance to escape.



## 36SKV

When the Silent Call Smoke detector is activated the audible signal sounds and the internal transmitter sends a signal, up to 100 feet away, to the Sidekick Receiver with Strobe Light and Bed Shaker to notify you.

### Benefits:

- Portable
- Wireless
- Audible, Visual & Tactile Alerting

### Included in this kit:

- 1 Smoke Detector w/ Transmitter
- 1 Sidekick Receiver w/ Strobe Light
- 1 Bed Shaker





# Notification Systems

The Clarity AlertMaster™ line of products is a Visual Alert System for the deaf or people with profound hearing loss. These devices keep the user aware of telephone calls and the doorbell and optional accessories can be added to alert you to audio alarms, a crying baby or the presence of an intruder.



## AL10™

The Clarity AlertMaster™ AL10™ is part of our Visual Alert System for the deaf or people with profound hearing loss. The AL10™ alerts you to telephone calls and the doorbell, and has optional accessories that can alert you to an audio alarm, a crying baby or the presence of an intruder. Includes a bed shaker and wireless doorbell.



## AL12™

The Clarity AlertMaster™ AL12™ alerts you to telephone calls and the doorbell, and has optional accessories that can alert you to an audio alarm, a crying baby or the presence of an intruder. \*\*The AL10 is required for this product to work. The AL12 is a remote receiver that works with the AL10 to alert you in another room of the house.\*\*.



\*\* Please note: If you choose the AL12, you will automatically receive the AL10 as they work together.



# Alarm Clocks

Wake up on time with the Clarity Wake Assure™ Alarm Clock. Lamp flasher and bed shaker included to stir even the soundest of sleepers. It is also equipped with an extra loud alarm and large display.



## Wake Assure™

The Wake Assure™ Alarm Clock, by Clarity®, provides a super loud alarm of up to 85+ decibels as well as a visual alarm indicator. With a powerful bed shaker and a lamp flasher connection, the Wake Assure™ is an ideal solution for those with a moderate hearing loss.



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## TCL 100™ Analog Alarm Clock

by Amplicom, with Wireless Vibrating Pad and Telephone Ring Signaler - This super loud alarm is adjustable up to 90 decibels.



@mplicom



## Telephone Ringers

These compact, powerful ringers are compatible with any phone, corded or cordless. Just as universal are its uses. These ringers can be used for a hard-of-hearing person in their home or even a noisy warehouse where it's important to know when the phone rings. Inexpensive and easy to install, you'll never miss a call again.

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### WR100

The Clarity WR100 Extra Loud Phone Ringer is a small portable device that notifies a user of an incoming phone call with a ring up to 95 decibels.

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### SR100

The Ameriphone SR100 Extra-Loud Telephone Ringer, by Clarity®, is ideal for users in the home, the office or while traveling so you will never miss a call. This unit features an adjustable ring-volume control of up to 95 decibels plus additional ring-tone control.

# Telephone Amplifiers

These are small devices that plug into the base of the phone and the handset receiver “curly cord”. Telephone amplifiers offer a portable and easy-to-install solution for those who need amplification on their existing phones. They are also a good solution for people who frequently travel and want to bring amplification to phones used on the go.



## **Amplicom NL 100**

The NL100™ amplified neckloop by Amplicom® is a hands-free solution for T-coil hearing aid users. It is designed for use with Amplicom PowerTel™ series phones and most cellular, corded and cordless phones.



## **CE225™**

The Clarity® CE225 is a small portable in-line amplifier featuring Clarity® Power™ technology that makes calls not only louder, but also clearer and easier to understand. This unit provides a portable, easy-to-install solution for those who need



## **CE50™ HearItMobile**

The CE50™ Bluetooth Neckloop by Clarity® is the ideal communication solution for t-coil enabled hearing aid users that want hands-free cell phone use. It has a rechargeable battery with a 14 hour life span, a 3.5 mm headphone jack, built in microphone, and an exclusive “quick release” for easy use.



# Captioned Telephones

Allows persons with hearing loss to take advantage of advancements in communication technologies. Telephone conversations can be displayed as captions on a telephone screen in large text, accommodating individuals with hearing disabilities who also have low vision. A 3rd party relay service is used to facilitate the captioning process.



## CapTel Phones

### CapTel 840

- Calls you make are automatically connected to the Captioning Service
- Incoming callers dial the service first, then enter your phone number
- Built-in Answering Machine

\* Requires traditional analog phone service.



### CapTel 840i Internet Telephone

- Captions can turn on/off as needed
- Callers dial your number directly
- Built-in Answering Machine

\* Requires high speed internet and phone service.



### CapTel 880i

- Large screen for people with low vision
- Captions can turn on/off as needed
- Callers dial your phone number directly
- Built-in Answering Machine

\* Requires high speed internet and phone service.



# Captioned Telephones Continued

## Amplified Captioning Touchscreen phone

### Ensemble™

- 7" color touchscreen w/adjustable fonts
- Amplifies incoming sound up to 50dB
- Perfect solution for hearing/vision loss
- Free captions provided by ClearCaptions
- Requires High speed wireless internet



# TERMS AND CONDITIONS

## Terms & Conditions

### Ownership

- The equipment is property of the State of New Mexico.
  - You cannot sell, trade or give the equipment to another person, or take the equipment out of State. You are responsible for returning the equipment to our office if you move out of New Mexico, or do not use the equipment.
- One free equipment package per house is available. The equipment is on loan to you for three years. After 3 years, you can apply for new equipment.
- If your disability changes, the TEDP will allow you to exchange your equipment for telecommunications equipment that best fits your needs. Written documentation on letterhead from a professional stating the change in disability is required.

### Usage

- You are responsible for properly using and maintaining the equipment. Please read the manual that comes with your equipment. Any unauthorized modifications will result in confiscation of the equipment and ineligibility to participate in the TEDP in the future.
- You are responsible for purchasing batteries, or other supplies required for normal use of the equipment.

### Set Up & Maintenance

- You are responsible for setting up your equipment.
- The equipment has a 3 year warranty.
- If you experience any problems with your equipment call:
- Teltex Inc. Technical Support at 888-515-8120
- If your equipment needs to be repaired call:
- Teltex Inc. toll free at 888-515-8120
- >> Teltex CANNOT make house calls.

# TERMS AND CONDITIONS

## Terms & Conditions

- Obtain a Return Authorization number (RA #) from Teltex Inc.
- Ship the equipment back to Teltex Inc.
  - YOU are FINANCIALLY RESPONSIBLE for shipping the equipment to Teltex.

**Teltex, Inc.**

**Attn: RA# \_\_\_\_\_**

**1081 W Innovation Drive**

**Kearney, MO 64060**

**If your equipment is nonfunctioning**

- Broken or Damaged
  - ✓ If your equipment is broken or damaged through misuse or negligence, replacing the equipment at the current retail value.
- Fire or Theft
  - ✓ If your equipment has fire damage or is stolen, you are responsible to provide the TEDP with a copy of the police or fire report. TEDP will gladly issue new equipment to you.
- Lost:
  - ✓ If your equipment is lost you are financially responsible for ALL costs related to replacing the equipment at the current retail value.

NMCDHH reserves the right to update, change, replace or discontinue products at its discretion without notice.



**STATE OF NEW MEXICO COMMISSION  
FOR DEAF AND HARD OF HEARING  
505 MARQUETTE NW, SUITE 1550  
ALBUQUERQUE, NM 87102**

